

May 2015 - Responses to Customer Service Survey

Location	Greeted Upon Arrival	Receive Service Reqd	Cleanliness - Shelter				Visit Again	Comment Category	Comments	Date
			Poor	Fair	Good	Excellent				
W	Y	Y			Y	Y	Y	Positive	very friendly and outgoing staff	6/2/2015
W	Y	Y			Y	Y	Y	Positive	These people are nice	6/2/2015
W	Y	Y			Y	Y	Y	Positive	Excellent people-Good service Thank you for being here!	6/2/2015
W	Y	Y			Y	Y	Y	Positive	Great service,clean facility,playful animals. Everyone is doing a great job	6/2/2015
W	Y	Y			Y	Y	Y	Positive	very helpful & knowledgable Helped introduce our dog to shelter 'new' dog. It's a match ☺	6/2/2015
W	Y	Y			Y	Y	Y	Positive	2 visits same day. Same excellent service. Thank you!	6/2/2015
W	Y	Y			Y	Y	Y	Positive	Fast and friendly service. Doing an excellent job. Thank you	6/2/2015
W	Y	Y			Y	Y	Y	Positive	sad to see so many dogs & cats here. But glad you have excellent care for them.	6/2/2015
W	Y	Y			Y	Y	Y	Positive	very good experieence. Katie was great.	6/2/2015
W	Y	Y			Y		Y	Negative	Need to make number calling louder or install digital number counter above windows	6/2/2015
W	Y	Y			Y		Y	Positive	Some confusion setting up the greating. But the ends justify the means ☺	6/2/2015
W	Y	Y			Y		Y	Positive	Evie was awesome she helped us when the other ladies ignored us	6/2/2015
W	Y	Y		Y	Y		Y	Positive	everyone was helpful	6/2/2015
W	Y	Y			Y		Y	Positive	adopted a 2nd dog after 2 years great place	6/2/2015
W	Y	Y			Y		Y	Positive	animals ket very well. They looked lost but happy. Cages clean.	6/2/2015
W	Y	Y			Y		Y	Positive	Staff was very friendly & helpful	6/2/2015
W	Y	Y			Y		Y	Neutral		6/2/2015

W	Y	Y			Y		Y	Positive	The lady that assisted us was very friendly and helped us pick the right dog for us <3	6/2/2015
W	Y	Y			Y		Y	Positive	Beth was awesome!	6/2/2015
W	Y	Y			Y		Y	Positive	very easy & very helpful	6/2/2015
W	Y	Y			Y		Y	Positive	excellent services! Above and beyond to help me adopt	6/2/2015
W	Y	Y			Y		Y	Negative	need better system to help customers in receiving	6/2/2015
W	Y	Y		Y	Y		Y	Positive	Sam & Yess were very thorough & helpful with a smile	6/2/2015
W	Y	Y			Y		Y	Positive	Gave great advice on cats	6/2/2015
W	Y	Y			Y		Y	Positive	The dog I came to get was tough to track down but he stayed on it til we found him. Thanks!	6/2/2015
W	Y	Y			Y		Y	Negative	I was disappointed that a particular staff person was unwilling to listen to me	6/2/2015
W	Y	Y		Y	Y		Y	Neutral		6/2/2015
W	Y	Y			Y	Y	Y	Positive	Staff was nice and fast service	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Vanessa was awesome!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	excellent service by julie, I never wasn't to go thru by giving up a dog swhe was understanding	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Always a good experience when I come here-	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was great. Thank you	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Awesome service Great personal service	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Helped even though they weren't required to!!! Thank you from Field!	6/8/2015
W	Y	Y			Y	Y	Y	Neutral	Would be a great idea if the "E" list dogs could have a certain colored tag so people would know	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Amazing help!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful. Well taken care of	6/8/2015
W	Y	Y			Y	Y	Y	Positive	All of you are god sent!! Bless your hearts	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015

W	Y	Y			Y	Y	Y	Positive	Lenora was great! Very helpful understanding & thorough. Great asset to the orgznt.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Great service & very friendly	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you Lenora! ☺	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Negative	Need to open earlier	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lacy was extremely helpful! Parking could be better. Website helped a lot. Deb was very helpful.	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Great services thank so much	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was amazing very helpful,courteous and friendly	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	It was a real pleasure. Everything was great.	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Great attitude & very helpful	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you! For returning my do safe and sound.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Everyone was so helpful. I still can't believe I found my dog. Thank you!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful and knowledgable	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Great handler. Very patient and great with dogs.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very clean and very helpful. The place is beautiful.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very nice & helpful ☺	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Rachel was/is awesome ★★★★★	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Rachel was very helpful Thank you	6/8/2015
W	Y	Y			Y	Y	Y	Positive	I like the help they given me. Thank you	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015

W	Y	Y			Y	Y	Y	Positive	I love coming to this location very friendly and clean. Great service	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Excellent service	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Good day	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was so helpful & friendly. She went above and beyond to assist me! Excellent.	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Rachel & all the staff were so helpful w/ 2 dogs. I had my hands full! Very impressed!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Rachel was wonderful. She went above and beyond the call of duty	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very nice and answer all question a new info	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very nice staff	6/8/2015
W	Y	Y			Y	Y	Y	Positive	So much better than the Tempe facility	6/8/2015
W	Y	Y			Y	Y	Y	Positive	The Best!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Excellent help Prompt and cute!!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Pleasantly answered all questions	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Excellent upbeat attitude! Very helpful!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was superb!! Her cheerful attitude and willingness to assist made this experience bearable.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful speedy	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was lotta nice!!!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	My greater was very kind and compassionate	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Cleanest shelter I've been to. At Staff lacy was great	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Wonderful staff . Clean premises	6/8/2015

W	Y	Y			Y	Y	Y	Negative	A staff person called yesterday she was so rude to me. I believe her customer service sucks. She was so rude to me cause she said you didn't write anything in computer. No supervisor was here she did apologize at the end. Your great	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very friendly amd knowledgable	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was great costomer service	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Vanessa was awesome! Megan was awesome too!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Friendly,helpful	6/8/2015
W	Y	Y			Y	Y	Y	Positive	great customer service was very helpful	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Excellent attention! You guys rock <3	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very pleased, She was very pleasant & helpful! Thank you!	6/8/2015
W	Y	Y			Y	Y	Y	Negative	took me in after hours	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora & Debbie were very pleasant and helpful-	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora evdendo vol.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you! Great Day!	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	great	6/8/2015
W	Y	Y			Y	Y	Y	Positive	good job!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for helping when the Humane Society won't. Thank you for understanding that it's not my fault that kittens were dumped at my feral colony.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora is amazing and a great help!	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	great service staff are nice	6/8/2015
W	Y	Y			Y	Y	Y	Positive	I would like to volenteer for something some time call me	6/8/2015
W	Y	Y			Y	Y	Y	Positive	awesome service	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015

W	Y	Y			Y	Y	Y	Positive	Very efficient service; all staff knowledgeable helpful.	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very Helpful	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for all you do!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was very excellent in here knowledgeable & help	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	very friendly	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Great Service!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thanks for all your help!	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you for your kindness!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Lenora was very friendly and helpful.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	a huge THANK YOU to all the staff!!!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Very helpful. Thank you.	6/8/2015
W	Y	Y			Y	Y	Y	Positive	good service	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Great service today! Thanks so much!	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Good & kind service!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Amazing people Thx 😊	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	Service was good and explained everything	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Good service from everybody 😊	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Positive	very nice	6/8/2015
W	Y	Y			Y	Y	Y	Positive	staff made my experience easy under the circumstances. My dog was lost & brought to this facility	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	very friendly and caring staff, amazing animals	6/8/2015
W	Y	Y			Y		Y	Positive	Lenora was wonderful helping us with the 4 week kitten which we could not keep. Thanks	6/8/2015
W	Y	Y			Y		Y	Positive	Thank You!	6/8/2015

W	Y	Y			Y		Y	Positive	Friendly staff	6/8/2015
W	Y	Y			Y		Y	Positive	Lenora was great. Very friendly and kind. I had a great experience today	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Negative	warm welcome, hard to get help about info on dogs,walked back and forth 3 times between kennels and front	6/8/2015
W	Y	Y			Y		Y	Negative	too long of a wait Only 2 window employees	6/8/2015
W	Y	Y			Y		Y	Positive	It was clean and organized	6/8/2015
W	Y	Y			Y		Y	Negative	wait is to long	6/8/2015
W	Y	Y			Y		Y	Negative	Had to pay due to not answering to an "unkown" number	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	Beth was very sweet & helpful. Help find my baby.	6/8/2015
W	Y	Y			Y		Y	Positive	Ashley was very helpful & knowledgable shes great and made us feel comfortable	6/8/2015
W	Y	Y			Y		Y	Positive	good job! ☺	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	I had a very good experience. Everyone was so very helpful. Thank you! Regina Price	6/8/2015
W	Y	Y			Y		Y	Positive	Very good experience, Welcomes at door and directed to where I wanted to go.	6/8/2015
W	Y	Y			Y		Y	Neutral	We hope the dog is kept for longer for owners to find it.	6/8/2015
W	Y	Y			Y		Y	Positive	great help and service.	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	Efficient & Polite	6/8/2015
W	Y	Y			Y		Y	Positive	I like this one very nice and clean staff is very helpful	6/8/2015

W	Y	Y			Y		Y	Positive	Lenora was amazing & stayed extra to help us great woman	6/8/2015
W	Y	Y			Y		Y	Positive	The greeter was very helpful,very nice. Made me feel welcome.	6/8/2015
W	Y	Y			Y		Y	Positive	Rachel was very helpful Thank you	6/8/2015
W	Y	Y			Y		Y	Positive	Very friendly staff	6/8/2015
W	Y	Y			Y		Y	Positive	Very helpful had lots of info for my lost pet	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	super friendly and courteous	6/8/2015
W	Y	Y			Y		Y	Positive	Lenora was awesome	6/8/2015
W	Y	Y			Y		Y	Positive	Lenora was very helpful	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	Thank you!	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	Great service Thank you!! ☺	6/8/2015
W	Y	Y			Y		Y	Positive	Person was very nice	6/8/2015
W	Y	Y			Y		Y	Positive	Great first time visit ☺	6/8/2015
W	Y	Y			Y		Y	Positive	Very helpful	6/8/2015
W	Y	Y			Y		Y	Positive	Great service and enthusiasm	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	Lenora very friendly	6/8/2015
W	Y	Y			Y		Y	Positive	Excellent cust. Srv. Really educated me!	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	Rachel has been most helpful-great smile and good suggestions -Absolutely will return to shelter	6/8/2015
W	Y	Y			Y		Y	Positive	upon arrival I was greeted by julie and she was very helpful in helping me find my lost dog. Also jazmin was great in getting my dog back.	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	Excellent service & facility thank you	6/8/2015
W	Y	Y			Y		Y	Positive	your doing a great job Thanks	6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015

W	Y	Y			Y		Y	Neutral	1) can we post on kennel cards dogs on e-list so potential adopters can see? Possibly motivate to spar their life and adopt... 2) can we start a fund raiser for people that can't affors to get their dog out?	6/8/2015
W	Y	Y	Y		Y		Y	Positive	Lenora was awesome	6/8/2015
W	Y	Y			Y	Y	Y	Positive	very friendly and she is amazing. Helpful,best cutomer service	6/8/2015
W	Y	Y	Y		Y		Y	Positive	Lenora is always helpful curtious,knowledgable	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Thank you so much to find "Kuper" austrailian shep. Serv. Dog rescue w/ todd	6/8/2015
W	Y	Y	Y		Y		Y	Neutral		6/8/2015
W	Y	Y		Y	Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y		Y	Y		Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Neutral		6/8/2015
W	Y	Y		Y	Y		Y	Positive	We were greet at the counter. Overall our experience was great	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Wonderful friendly peop!! Thanks	6/8/2015
W	Y	Y	Y		Y		Y	Negative	asked for a box for cats and asked but was rude and no help for	6/8/2015
W	Y	Y			Y	Y	Y	Neutral	should have live feed of dogs/cats for adoption	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y	Y		Y		Y	Negative	dogs should be cleaned!!	6/8/2015
W	Y	Y		Y	Y		Y	Negative	As hard as it was to turn in the animal they laughed	6/8/2015
W	Y	Y		Y	Y		Y	Positive	Lacy was very friendly & helpful others were horrible thumbs up 4 lacy! ★	6/8/2015
W	Y	Y		Y	Y		Y	Positive	Maybe a better system to get dogs out of the kennel overall,great job! ☺	6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y	Y	Y	Neutral		6/8/2015
W	Y	Y			Y		Y	Positive	moving good	6/8/2015
W	Y	Y			Y		Y	Positive	you're all right ☺	6/8/2015

W	Y	Y	Y		Y		Y	Neutral	please bathe dogs prior to surgery!!	6/8/2015
W	Y	Y			Y	Y	Y	Positive	Clean courteous excellent service	6/9/2015
W	Y	Y			Y	Y	Y	Positive	helpful staff	6/9/2015
W	Y	Y			Y		Y	Neutral		6/9/2015
W	Y	Y			Y	Y	Y	Negative	Noisey place	6/9/2015
W	Y	Y	Y		Y		Y	Neutral		6/9/2015
W	Y	Y			Y		Y	Positive	Pat was amazingly helpful! She did a great job.	6/9/2015
W	Y	Y			Y	Y	Y	Positive	The entire process was smooth and efficient.	6/9/2015
W	Y	Y			Y	Y	Y	Positive	Pat S. was very kind and helpful & we thank you for helping us find our babies	6/23/2015
W	Y	Y			Y	Y	Y	Positive	Superb Service!!	6/23/2015
W	Y	Y			Y	Y	Y	Positive	Thanks so much service excellent Paul Frizane	6/23/2015
W	Y	Y			Y	Y	Y	Positive	So helpful Thank you!	6/23/2015
W	Y	Y			Y		Y	Positive	Very well organized and cleaner than other rescue shelters we went to	6/23/2015
W	Y	Y			Y		Y	Positive	The people are very friendly and helped me right away	6/23/2015
W	Y	Y			Y		Y	Neutral		6/23/2015
W	Y	Y			Y		Y	Neutral		6/23/2015
W	Y	Y			Y		Y	Neutral		6/23/2015
W	Y	Y			Y		Y	Neutral		6/23/2015
W	Y	Y			Y		Y	Neutral		6/23/2015
W	Y	Y		Y	Y		Y	Positive	Great pleasant & very helpful.	6/23/2015
W	Y	Y		Y	Y		Y	Positive	Very nice pleasant & helpful goes out of their way to assist	6/23/2015
W	Y	Y		Y	Y		Y	Neutral		6/23/2015
W	Y	Y			Y		Y	Positive	Pat @ the counte was very helpful, friendly and sympathetic	6/23/2015
W	Y	Y			Y		Y	Negative	Girls in RECEIVING are rude andvery impolite. Should NOT be working here.	6/23/2015
W	Y	Y			Y		Y	Neutral	Larsen	6/23/2015
W	Y	Y			Y		Y	Positive	Great Service!	6/23/2015
W	Y	Y			Y		Y	Positive	Thank you for returning our dog!	6/23/2015
W	Y	Y			Y		Y	Neutral		6/23/2015
W	Y	Y			Y		Y	Positive	awesome help	6/23/2015
W	Y	Y		Y	Y		Y	Negative	Very slow service	6/23/2015
W	Y	Y	Y		Y		Y	Negative	I like it but it smells	6/23/2015

W	Y	Y		Y	Y		Y	Positive	There was a lady in customer service who was awful. And philip came & was wonderful. Philip was real and I appreciated his hard work & he just made everything less stressful. Philip was absolutely wonderful and really made this whole process easier.	6/23/2015
W	Y	Y		Y	Y		Y	Neutral		6/23/2015
W	Y	Y			Y		Y	Negative	Don't like I had to spaiy my dog just to keep her only because I don't have a lot of money so I went the cheepst way to keep my dog - my kid.	6/23/2015
W	Y	Y			Y		Y	Negative	Waiting to long	6/23/2015
W	Y	Y			Y		Y	Neutral		6/23/2015
W	Y	Y		Y	Y		Y	Negative	A staff person was rude when asked about paying 1/2 on initial day o finding her her & 1/2 when I picked her up.	6/23/2015
W	Y	Y			Y		Y	Negative	I was told to come back 6-13 possibly puppy released to be adopted. Told to come back 6-15. In 6-15 advised puppy went to foster home. Not pleased w- the BULL SHT! I lost my old dog and wanted - needed a friend for my other dog. The puppy could not have come to a better place.	6/23/2015
W	Y	Y			Y	Y	Y	Positive	Everybody was so helpful!	6/25/2015
W	Y	Y			Y	Y	Y	Positive	Great Place! Awesome	6/25/2015
W	Y	Y			Y	Y	Y	Positive	There are really helpful	6/25/2015
W	Y	Y			Y	Y	Y	Positive	felt good about adoptions	6/25/2015
W	Y	Y			Y		Y	Negative	Can't find the comment box	6/25/2015
W	Y	Y				Y	Y	Positive	amazing helper very patient	6/25/2015
W	Y	Y				Y	Y	Positive	Very friendly sociable	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015

W	Y	Y				Y	Y	Positive	The staff are so kind and helpful, Just wonderful people Extra thanks to Lenore, Jule And Jasmine <3	6/25/2015
W	Y	Y				Y	Y	Positive	Excellent customer service from Lenora	6/25/2015
W	Y	Y				Y	Y	Positive	Thank God for you all	6/25/2015
W	Y	Y				Y	Y	Positive	Very Helpful and friendly	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Lenora provide GREAT Customer Service!!	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Great service exelente very quick	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Very Helpful and informative	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Good experienced and a new home for moo!	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Lenora is wonderful She is friendly and very helpful!	6/25/2015
W	Y	Y				Y	Y	Positive	very inpressed with helpful Lenora	6/25/2015
W	Y	Y				Y	Y	Positive	Lenora was very courtious and friendly	6/25/2015
W	Y	Y				Y	Y	Positive	Very helpful & smart great,quick service	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	She was patient & helped us,saved money too!	6/25/2015
W	Y	Y				Y	Y	Positive	Lenora was wonderful	6/25/2015
W	Y	Y				Y	Y	Positive	Very helpful service good	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Very Helpful ★★★★★	6/25/2015
W	Y	Y				Y	Y	Positive	Very friendly staff. Amazing 1st experience ☺	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Great Service	6/25/2015
W	Y	Y				Y	Y	Positive	Fast helpful service	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Excellent Service!	6/25/2015
W	Y	Y				Y	Y	Positive	Nice workers ☺	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015

W	Y	Y				Y	Y	Positive	Quick & easy	6/25/2015
W	Y	Y				Y	Y	Positive	Nicest staff & the best customer service I've ever received	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	I found staff very helpful. Adoption person was very good. I'm 1009	6/25/2015
W	Y	Y				Y	Y	Positive	Very helpful took very little time to complete business-thx	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	MCACC Vary caring. Made us feel good about decision	6/25/2015
W	Y	Y				Y	Y	Positive	Lenora was awesome	6/25/2015
W	Y	Y				Y	Y	Positive	Lenora was most helpful. I appreciate that. ☺	6/25/2015
W	Y	Y				Y	Y	Positive	Lenora gave me all the information I needed to adopt a pet. Awesome service!	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Very pleased with the service I received once again ☺	6/25/2015
W	Y	Y				Y	Y	Positive	Lenora was excellent! So caring and helpful!	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	She gave a\us a voucher for a free spay for our dog. We are very grateful!	6/25/2015
W	Y	Y				Y	Y	Positive	She's wonerful	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	very professional & polite good service	6/25/2015
W	Y	Y				Y	Y	Positive	just love it. Everything she did for me	6/25/2015
W	Y	Y				Y	Y	Positive	Lenora was very friendly and helpful.	6/25/2015
W	Y	Y				Y	Y	Positive	She was very nice and on point with everything	6/25/2015
W	Y	Y				Y	Y	Positive	nice place great employee! Always	6/25/2015
W	Y	Y				Y	Y	Positive	Very nice and helpful. Very welcoming	6/25/2015
W	Y	Y				Y	Y	Positive	Very good experince	6/25/2015

W	Y	Y				Y	Y	Positive	Very helpful very understanding Great to know!	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Deb went above & beyond to help me. Sheridan also was very helpful & great help Very good experien ce	6/25/2015
W	Y	Y				Y	Y	Positive	Very friendly & helpful ☺	6/25/2015
W	Y	Y				Y	Y	Positive	it was easy & fast. Wonderfully helpful	6/25/2015
W	Y	Y				Y	Y	Positive	Great overall	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	Lenora was fantastic and the best	6/25/2015
W	Y	Y				Y	Y	Neutral		6/25/2015
W	Y	Y				Y	Y	Positive	everybody good service good people	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	You make the adoption very easy and pleasant. Thank you for your work with these animals	6/25/2015
W	Y	Y			Y		Y	Positive	Thanks to everyone for the work you do on behalf of these animals	6/25/2015
W	Y	Y			Y		Y	Positive	Beth is amazing! She was kind, sincere and made this experience amazing	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	Was impressed with facility & assistance	6/25/2015
W	Y	Y			Y		Y	Positive	Beth greeted me right away-very friendly & helpful giving me details about the dog we wanted	6/25/2015
W	Y	Y			Y		Y	Positive	Rachael was so pleasant! & efficiant Give that girl a raise!	6/25/2015
W	Y	Y			Y		Y	Positive	As usual, Beth went out of her way to help me! <3 her!	6/25/2015
W	Y	Y			Y		Y	Positive	We were attended well when arrived	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	great service	6/25/2015

W	Y	Y			Y		IDK	Negative	I'm on disability I cannot afford the cats I was still charged 153 to surrender cats	6/25/2015
W	Y	Y			Y		Y	Positive	everyone was great	6/25/2015
W	Y	Y			Y		Y	Neutral	Get read all dogs	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	So happy places like this exist!	6/25/2015
W	Y	Y			Y		Y	Positive	I've worked with Lenora before and she's always wonderful	6/25/2015
W	Y	Y			Y		Y	Positive	Thank you for your help!	6/25/2015
W	Y	Y			Y		Y	Positive	Beth was GREAT!	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	thanks you for the information	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	I hate shelters, but you guys really seem to care so ☺	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	Very good customer service!	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	enjoyed working with LENORA (on the phone yesterday & today) She gave me all the information I needed	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	GREAT!	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	Lenora & Jim were AWESOME!!	6/25/2015
W	Y	Y			Y		Y	Positive	GREAT!	6/25/2015
W	Y	Y			Y		Y	Positive	very good help Jim answered all our questions Got a new member of our family	6/25/2015
W	Y	Y			Y		Y	Neutral		6/25/2015
W	Y	Y			Y		Y	Positive	very sweet Thanky	6/25/2015
W	Y	Y			Y		Y	Positive	Great people they no a lot about thr animals turned in and there situation	6/25/2015
W	Y	Y		Y			Y	Positive	Beth was very wnthusiastic and knowledgable about everything dog related	6/25/2015

W						Y		Positive	Mike the janitor is really good everyday he cleans and works hard he is a really good employee keeps the shelter clean	6/25/2015
W						Y		Positive	Mike is awesome, he really cleans well, and values what he does. The only janitor I see that takes his time and cleans everything in and out. Great job Mike.	6/25/2015
W	Y	Y		Y			Y	Positive	Good job	6/25/2015
W	Y	Y		Y			Y	Positive	Arthur was very helpful and informative	6/25/2015
W	Y	Y		Y			Y	Positive	Beth was helpful and informative	6/25/2015
W	Y	Y		Y			Y	Negative	intercom not working, could not hear all information.	6/25/2015
W	N	N		Y			Y	Negative	An employee was very rude and aggressive	6/25/2015
W	N	Y		Y			Y	Neutral		6/25/2015
W	Y	Y	Y				Y	Neutral		6/25/2015
W	Y	Y		Y			Y	Neutral		6/25/2015
W	Y	Y		Y			Y	Positive	Lenora was excellent She is full of knowledge about her job She was very helpful Thank you!!	6/25/2015
W							Y	Positive	I had great help ever! Miss Lenora is the best!	6/25/2015
W	Y	Y	Y				Y	Positive	Awesome service Thanks	6/25/2015
W	Y	Y		Y			Y	Negative	The outside shelters seem very hot & stressful to the animals	6/25/2015
W	N	Y				Y	Y	Positive	Lenora was very polite and professional with a smile. Thank you!	6/25/2015
W	Y	Y	Y				Y	Neutral		6/25/2015
W	N	Y			Y		maybe	Negative	there was nobody in the lobby to greet customers. There I saw a desk with nobody there, nobody is ever there	6/25/2015
W	N	N		Y			N	Negative	She was rude! Then tried to be nice! Bad employee!!	6/25/2015

W	N	N				Y	N	Negative	Customer service rep is never anywhere to be found. Julie is great, Beth is never at her seat! Or to be found	6/25/2015
W	N		Y				N	Neutral		6/25/2015
W	N	N		Y			N	Negative	She had attitude and was not professional. Would not recommend her!	6/25/2015
W	Y	Y				Y	N	Neutral		6/25/2015
W	Y	Y	Y				Y	Positive	Service was 5 stars!!! Please don't hesitate to give Lenora a promotion or a raise!!!	6/25/2015
W	Y	Y		Y			Y	Positive	She was helpful. She was very nice and professional! Thank you!	6/25/2015
W	Y	Y			Y		Y	Negative	A staff person threw leash at us saying you want it you get it yourself its mean We had no problems with the dog. Other staff was great	6/25/2015
W	Y	Y			Y		Y	Positive	Lisa is nice and super helpful!	6/30/2015
W	Y	Y				Y	Y	Positive	Awesome service	6/30/2015
W	N	Y			Y		Y	Neutral		6/30/2015
W	Y	Y			Y		Y	Neutral		6/30/2015
W	Y	Y			Y		Y	Positive	Amazing - helped me get Hank! Thank you!	6/30/2015
W	Y	Y				Y	Y	Positive	Great staff treatment! Thank you!	6/30/2015
W	N	Y			Y		Y	Neutral		6/30/2015
W	Y	Y			Y			Neutral		6/30/2015
W	Y	Y		Y			Y	Positive	Great customer service @ the receiving desk	6/30/2015
W	N	Y			Y		Y	Positive	Julie Laux was awesome So very helpful!	6/30/2015
W	Y	Y			Y		Y	Neutral		6/30/2015
W	Y	Y			Y		Y	Positive	great first time here ")	6/30/2015
W	Y	Y		Y			Y	Positive	Evie was very nice & helpful. Believe me she deserves a raise.	6/30/2015
W	Y	Y				Y	Y	Positive	Very Helpful	6/30/2015
W	Y	Y		Y			Y	Neutral		6/30/2015
W	Y	Y		Y			Y	Neutral		6/30/2015
W	Y	Y		Y			Y	Neutral		6/30/2015
W	Y	Y	Y				Y	Positive	Thank goodness for Irma on phone and Beth at kenel	6/30/2015
W	Y	Y			Y		Y	Neutral		6/30/2015
W	Y	Y			Y		Y	Neutral		6/30/2015

W	Y	Y			Y		Y	Neutral		6/30/2015	
W	Y	Y			Y		Y	Neutral		6/30/2015	
W	Y	Y			Y		Y	Neutral		6/30/2015	
W	Y	Y			Y		Y	Neutral		6/30/2015	
W	Y	Y			Y		Y	Positive	This part was nice & very helpful. The other side "HALO" was not helpful at all. This side only HALO did not do any of the above.	6/30/2015	
W	Y	Y			Y		Y	Positive	Great	6/30/2015	
W	Y	Y			Y		Y	Positive	Thank you for taking the stray cat I found. Hope she is adopted! Lenora very nice!	6/30/2015	
W	Y	Y			Y		Y	Positive	Very nice employees	6/30/2015	
W	Y	Y			Y		Y	Positive	I appreciate you guys helpin animals.	6/30/2015	
W	Y	Y			Y		Y	Positive	Jaz took care of me when it was closing time and I wanted to adopt @ the very last ime. She was friendly & super awesome@ Thank you for letting me save a life	6/30/2015	
W	Y	Y			Y		Y	Positive	Lenora was very friendly and helpful. I really enjoy interacting with her.	6/30/2015	
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Positive	Awesome lady glad she works here!	6/30/2015
W	Y	Y					Y	Y	Positive	Lenora was amazing. Made everything easy & a pleasure!	6/30/2015
W	Y	Y					Y	Y	Neutral	6/30/2015	
W	Y	Y					Y	Y	Positive	Lenora made it a pleasurable experience	6/30/2015
W	Y	Y					Y	Y	Positive	Lenora was very sweet	6/30/2015
W	Y	Y					Y	Y	Positive	Nice & clear	6/30/2015
W	Y	Y					Y	Y	Neutral	Please let me know if he gets claimed ♥	6/30/2015
W	Y	Y					Y	Y	Positive	Thank you so much!	6/30/2015
W	Y	Y					Y	Y	Positive	Excellent	6/30/2015
W	Y	Y					Y	Y	Positive	Excellent service polite staff	6/30/2015
W	Y	Y					Y	Y	Positive	Service was excellent	6/30/2015

W	Y	Y				Y	Y	Neutral	Found together - please keep together Totally sweet & loving pups	6/30/2015
W	Y	Y				Y	Y	Positive	Great service	6/30/2015
W	Y	Y				Y	Y	Positive	Excellent Customer Service ☺	6/30/2015